9626/32/M/J/22/Q10

The data mining process consists of several phases.

Describe the tasks that occur in each of the phases shown below.

(a) Data understanding

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(b) Deployment

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STUDENTS RESOURCE

CamScanner

9626/32/M/J/22/Q8

2 Email uses a system based on the client-server model.

Explain how emails are sent and received using this system.

[4]

9626/32/M/J/22/Q7

3 Computer-based training can be used to deliver technology enhanced learning to students.

Discuss the impact of the use of computer-based training on student motivation and achievement.

[8]

STUDENTS RESOURCE

CamScanner

9626/32/M/J/22/Q1

4 Mobile electronic wallets can be used to make small payments.

(a) Describe what is meant by a mobile electronic wallet.

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(b) A mobile electronic wallet has to be set up on a device before making the first payment using it.

Describe how a mobile electronic wallet is set up on a mobile (cell) phone.

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STUDENTS RESOURCE

CamScanner

9626/31/M/J/22/Q6

5 The owners of a retail store have access to databases of customer buying habits. They are going to carry out some data mining.

(a) Describe what is meant by data mining.

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(b) Explain how the information obtained by data mining could be used by the owners of the retail store to increase profits.

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9626/31/M/J/22/Q4

Online tutorials are provided to help students learn.

Discuss the advantages and disadvantages to students of using online tutorials.

[8]

STUDENTS RESOURCE

CamScanner

9626/32/F/M/22/Q8

7 Online tutorials are a method of providing training courses to learners.

Explain how online tutorials can be used to train learners.

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9626/32/F/M/22/Q2

8 Two impacts on individuals of the use of social networking are ideological polarisation and stereotyping.

(a) Ideological polarisation is the separation of political attitudes into extremes.

Describe ways in which the use of social networking may lead to the ideological polarisation of individuals.

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STUDENTS RESOURCE

CamScanner

(b) Stereotyping is having a set idea of what a person or group of people is like even though that idea may be wrong.

Describe ways in which the use of social networking may lead to the stereotyping of individuals.

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(c) Many businesses now use social networking for marketing their products.

Justify the use of social networking by businesses for marketing products.

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STUDENTS RESOURCE

CamScanner

9626/32/O/N/21/Q8

9 Describe the benefits and drawbacks of using microblogs for social networking.

[6]

STUDENTS RESOURCE

CamScanner

9626/31/O/N/21/Q7

Web-conferencing is used to enable people to work together to produce documents.

(a) Describe, in detail, the hardware that is required for web-conferencing.

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(b) Describe the features of web-conferencing software.

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STUDENTS RESOURCE

CamScanner

9626/31/O/N/21/Q6

11 Digital currencies, such as Bitcoin and Litecoin, can be used to pay for goods and services.

Analyse the effectiveness of digital currencies as a method of payment.

[7]

STUDENTS RESOURCE

ALI AKRAM

CamScanner

9626/32/M/J/21/Q5

12 Describe the benefits and drawbacks of using electronic funds transfer systems in eBusiness.

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9626/32/M/J/21/Q3

13 Ferdinand shops online using his credit card. Ferdinand has noticed that fraudulent transactions have appeared on his credit card statement.

Describe how it is possible for Ferdinand to be subjected to fraud when using his credit card for online shopping.

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STUDENTS RESOURCE

CamScanner

9626/31/M/J/21/Q8

14 Describe how a blog enables social networking to take place.

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9626/32/F/M/21/Q4

15 Describe the differences between chat rooms and instant messaging as methods of social networking.

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STUDENTS RESOURCE

CamScanner

9626/32/O/N/20/Q4

Discuss the advantages and disadvantages of using data mining to analyse social trends.

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9626/32/M/J/20/Q9

17 A group of company managers are going to use a web-conference to discuss the documentation about a new product.

(a) The developers already have a desktop computer system.

Describe the additional computer hardware they need in order to participate in a web-conference.

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(b) Describe, in detail, how a web-conference can be used to discuss their visual materials and documents.

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STUDENTS RESOURCE

ALI AKRAM

CamScanner

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STUDENTS RESOURCE

CamScanner

9626/31/M/J/20/Q3

18 Analyse the role of social networks in changing social patterns among young people.

[8]

STUDENTS RESOURCE

CamScanner

9626/31/M/J/20/Q9

Compare and contrast the use of a Massive Open Online Course (MOOC) with the use of online tutorials.

[6]

STUDENTS RESOURCE

CamScanner

9626/31/O/N/19/Q1

20 An online retailer sells his goods through his website. He has used e-business software to create an online store.

(a) Describe the purpose of a shopping cart within the software.

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(b) Apart from the shopping cart, describe, including their use, the software or software modules that the retailer used to set up the online store.

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9626/32/F/M/19/Q11

A company has developed a new product. Its market research department has decided to use chat rooms to gather information from potential customers about the product.

Explain why they would use a chat room rather than other social networking methods to gather the customer information.

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9626/32/F/M/19/Q2

22 **(a)** Describe the characteristics of online tutorials.

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STUDENTS RESOURCE

CamScanner

(b) Two types of online tutorial are 'recorded' and 'interactive'. 'Recorded' tutorials do not require user input, but 'interactive' tutorials do.

Describe the differences between these two types of online tutorial.

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9626/33/O/N/18/Q10

23 Social networking has led to a reduction in meeting face to face.

Discuss the ways that social networking has changed social patterns.

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9626/33/O/N/18/Q9

24 (a) Describe the benefits to students of using online tutorials.

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(b) Give **two** reasons why a student might not be able to use online tutorials.

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STUDENTS RESOURCE

CamScanner

9626/33/O/N/18/Q7

25 (a) Describe what is meant by web-conferencing.

[2]

(b) Describe how web-conferencing is made possible by internet technologies.

[6]

CamScanner

9626/32/O/N/18/Q1

Credit card accounts are often required for payment when buying goods online.

(a) Describe how the use of a credit card for online purchases may subject credit card account holders to fraud.

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(b) Explain how a merchant selling goods online can attempt to combat credit card fraud.

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STUDENTS RESOURCE

CamScanner

9626/33/M/J/18/Q12

27 Evaluate the impact of e-business on society.

[8]

STUDENTS RESOURCE

ALI AKRAM

CamScanner

9626/32/M/J/18/Q10

28 Discuss the advantages and disadvantages of software-based training methods.

[8]

STUDENTS RESOURCE

CamScanner

9626/32/M/J/22/Q10

29 The data mining process consists of several phases.

Describe the tasks that occur in each of the phases shown below.

(a) Data understanding

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(b) Deployment

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STUDENTS RESOURCE

CamScanner

9626/32/M/J/18/Q8

30 (a) Explain what is meant by digital currency.

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(b) Evaluate the impact of digital currencies.

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STUDENTS RESOURCE

CamScanner

9626/32/F/M/18/Q12

31 Discuss the impact on society of online banking.

[8]

STUDENTS RESOURCE

CamScanner

9626/32/F/M/18/Q2

2 Analyse the impact of network bandwidth on video-conferencing.

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STUDENTS RESOURCE

CamScanner

9626/33/O/N/17/Q6

33 Information technology (IT) has changed the way that people both observe and take part in sports

Describe how IT has changed the sports experience for people.

[6]

9626/32/O/N/17/Q2

34 Virtual reality and augmented reality are technologies used in medicine.

Explain the difference between virtual reality and augmented reality.

[4]

STUDENTS RESOURCE

CamScanner

9626/32/M/J/17/Q11

5 A college department has a free Massive Open Online Course (MOOC) with access for its students via the World Wide Web.

Describe the benefits of a MOOC.

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STUDENTS RESOURCE

CamScanner

9626/31/M/J/17/Q11

36 A large company employs a small team of workers to design a new, complex product. They all work on the same site and need to discuss possible designs and costings and to exchange documentation on a weekly basis. Network connections are intermittent.

The company could use video-conferencing or face-to-face meetings for the workers' discussions.

Identify, giving reasons, the more appropriate method.

[8]

STUDENTS RESOURCE
ALI AKRAM
CamScanner

9626/31/M/J/17/Q8

You have been asked to use data mining to analyse economic trends for a business.

Describe the tasks involved in data mining that you would have to carry out to produce an overview of an economic trend.

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STUDENTS RESOURCE

CamScanner

9626/32/F/M/17/Q10

38 A new computer system is to be developed for a factory. You have been asked to gather information from the managers, assembly-line workers and clerical staff about the current system. The managers can be available at any time, the assembly-line workers must not be interrupted at any time and do not like taking work home, and the clerical staff are very busy during their working hours and do not like being watched.

Describe, with reasons, the method of research you would use to gather information from each group.

(i) Managers:

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(ii) Assembly-line workers:

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(iii) Clerical staff:

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STUDENTS RESOURCE

CamScanner

9626/32/F/M/17/Q6

A customer in a restaurant can pay the bill with a credit card using a mobile chip and pin reader carried by a waiter.

Describe the computer processing involved in the payment of the bill by credit card using the mobile chip and pin reader.

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